



**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

KENNETH HAHN HALL OF ADMINISTRATION  
500 WEST TEMPLE STREET, ROOM 525  
LOS ANGELES, CALIFORNIA 90012-2766  
PHONE: (213) 974-8301 FAX: (213) 626-5427

J. TYLER McCAULEY  
AUDITOR-CONTROLLER

August 30, 2004

TO: Supervisor Don Knabe, Chairman  
Supervisor Gloria Molina  
Supervisor Yvonne B. Burke  
Supervisor Zev Yaroslavsky  
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley   
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – TRINITY  
CHILDREN AND FAMILY SERVICES, NORCO**

We have completed a review of Norco Group Home (Group Home or Agency) operated by Trinity Children and Family Services. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Norco Group Home is a six-bed facility, which provides care for children ages 14-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Norco Group Home was providing services for six Probation children. Norco Group Home is located in Riverside County.

**Scope of Review**

The purpose of the review was to determine whether the Agency was providing the services outlined in their Program Statement. Additionally, the review covered basic child safety and licensing issues, and included an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, facility inspections, and interviews with two children placed in the Group Home at the time of the review. Interviews with the residents were designed to obtain their perspectives on the program services provided by the Agency, and to ensure adherence to the Foster Youth Bill of Rights.

*"To Enrich Lives Through Effective and Caring Service"*

### **Summary of Findings**

Generally, the Agency was providing the services outlined in their Program Statement. However, the Agency needs to provide residents with a sufficient amount of age-appropriate books; and develop Needs and Services Plans that have realistic, measurable, and time specific goals.

Attached is a detailed report of the review findings.

### **Review of Report**

We discussed our report with the Agency's management. The Agency's management is required to provide a corrective action plan to the Children's Group Home Ombudsman within 15 business days from the receipt of this report. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact DeWitt Roberts at (626) 293-1101.

JTM:DR:CC:asl

c: David E. Janssen, Chief Administrative Officer  
David Sanders, Ph.D., Director, DCFS  
Richard Shumsky, Chief Probation Officer  
Rosa Cross, Program Coordinator, Trinity Children and Family Services, Norco  
Diana Correa, Director, Trinity Children and Family Services  
Violet Varona-Lukens, Executive Officer  
Public Information Office  
Audit Committee

**Trinity Children and Family Services  
Norco  
2104 Alhambra Street  
Norco, Ca 91760  
Phone: (909) 734-8633  
License No.: 366400274  
Rate Classification Level: 12**

**I. Facility and Environment**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The Norco Group Home (Group Home or Agency) is located in a residential community. The Group Home is clean, spacious, and comfortable. The Group Home is well maintained, nicely landscaped, and blends well with the other homes on the block. There were no observable safety hazards.

The interior of the Group Home is generally neat and clean. The décor provides a home-like atmosphere. The common rooms are nicely decorated and maintained. The resident bedrooms are spacious, comfortable, and personalized to each child's desire with posters, pictures, and knick-knacks.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a VCR. There are resource materials, including a computer with a variety of programs. However, there is an insufficient amount of books for the residents.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

**Recommendation**

- 1. Trinity Children and Family Services management provide residents with a sufficient amount of age-appropriate books.**

**II. Program Services**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The residents meet the Agency's population criteria as outlined in their Program Statement. Residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plans (NSPs) are current however, they do not have realistic, measurable, and time specific goals. As a result, the quarterly reports are not comprehensive and are not focused on the goals of the NSPs as required. There was documentation to support the placement workers' participation in the development and update of the NSPs.

The residents are provided with psychological testing, and emotional and developmental counseling as required by the Program Statement. Case files reflect adequate documentation to show evidence of residents receiving regular weekly individual and/or group therapy.

**Recommendation****2. Trinity Children and Family Services management:**

- a. **Develop Needs and Services Plans that have realistic, measurable, and time specific goals.**
- b. **Develop comprehensive quarterly reports that address the goals stated in the residents' Needs and Services Plans.**

**III. Educational and Emancipation Services****Method of assessment – Review of relevant documents and resident interviews****Sample size for resident interviews: Two****Comments:**

Residents are attending school. Both records contain current semester report cards and/or progress reports for the residents. Residents reported that they are provided with a sufficient amount of daily educational stimulation away from school and feel that the Group Home is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in the planning and preparation phase of meals. Hygiene care is discussed as needed and employment preparation encouraged.

Residents are offered the opportunity to participate in emancipation and vocational

programs as appropriate.

Residents have the opportunity to work and manage their own money.

### **Recommendations**

**There are no recommendations for this section.**

## **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The residents reported that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the activities.

### **Recommendations**

**There are no recommendations for this section.**

## **V. Psychotropic Medication**

**Method of assessment – Review of relevant documents**

### **Comments:**

According to Group Home management, there are no residents receiving psychotropic medications. This information is appropriately documented in the medication log.

### **Recommendations**

**There are no recommendations for this section.**

## **VI. Personal Rights**

### **Method of assessment – Resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

Residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with their daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with staff.

Residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and make and receive personal telephone calls. They are permitted to contact their probation officers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and feel that the Agency is respectful of their cultural lifestyles. The Agency allows the residents to celebrate holidays.

Residents reported that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Residents are aware of their right to refuse medication.

#### **Recommendations**

**There are no recommendations for this section.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to residents is of good quality and of sufficient quantity.

The Agency provides residents with the required minimum base allowance, which they are able to increase according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage.

Residents are provided with regular opportunities to maintain photo albums/life books.

**Recommendations**

**There are no recommendations for this section.**